

**FICAM Testing Program
PACS Test Card Loaner Process
Document**
VERSION 1.0.0



FICAM TESTING PROGRAM

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Office of Government-wide Policy
Office of Technology Strategy
Identity Management Division
Washington, DC 20405

1. Overview

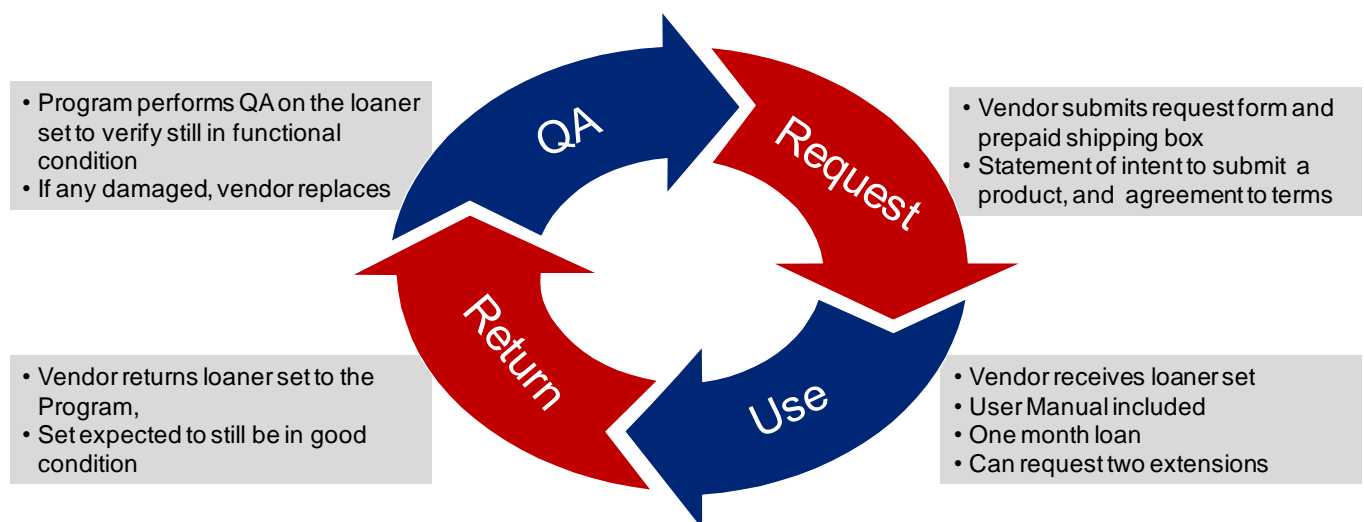
The General Services Administration (GSA) is responsible for supporting the adoption of interoperable and standards-based Identity, Credential, and Access Management (ICAM) technologies throughout the Federal Government. As part of that responsibility, GSA operates and maintains the [Federal Information Processing Standard \(FIPS\) Publication 201 Approved Products List \(APL\)](#), as well as services for Federal ICAM (FICAM) conformance and compliance. The revised FIPS 201 EP, called the FICAM Testing Program (Program) has implemented numerous enhancements to benefit Program stakeholders.

The Federal Government's emphasis on strong authentication for physical access to federal agencies contributes to the growing need to support agency implementers. Accordingly, the Program is making sets of test cards available for loan to vendors for the purpose of testing Physical Access Control Systems (PACS) in advance of submitting their products to the Program for testing.

2. Test Card Loan Process

Figure 1 depicts the general concept and flow of Test Card Loan process. All communication to the Program shall be to the Program Manager (Chi.Hickey@gsa.gov).

Figure 1. Summary of the Test Card Loaner Process



2.1. Step #1: Applicant Requests a Loaner Set of Test Cards

The Vendor submits a pre-paid shipping box (sufficient to hold the Loaner Set and cover full shipping costs) and simple request form to the Program indicating that the Vendor intends to submit a PACS product for testing, and therefore requests a Loaner Set of PACS Test Cards (Loaner Set). The request form should be electronically submitted to the Program Manager. The shipping box should be sent to: GSA ICAM Lab; 555 Herndon Pkwy; Suite 210; Herndon, VA 20170.

The form includes a section that specifies terms and conditions of borrowing the Loaner Set, which the Vendor must agree to by signing and dating the form. The section specifies that:

1. If and when the Program sends the Vendor a Loaner Set, the Loaner Set shall be complete and properly functioning.
2. The Vendor shall contact the Program immediately upon detecting a problem with any card(s) in the Loaner Set.
3. The Vendor shall ensure that the Program receives the Loaner Set by no later than the first business day after the 30-day period ends.
4. The Vendor may request up to two 30-day extensions, but approval is at the Program's discretion.
5. To improve the likelihood of being granted an extension, the Vendor should request a loan extension at least seven business days prior to the 30-day period ending.
6. Within 30 days of notice, the Vendor shall replace all test cards that were returned in unusable condition (as determined by the Program's Quality Assurance review).
7. Within 30 days of notice, the Vendor shall replace all test cards not received by the Program.
8. The Vendor shall replace all test cards missing from the shipment it receives from the Program (see item #1), or if the entire shipment is not received.
9. The Vendor shall not share the Loaner Set with anyone outside its organization.
10. The Vendor shall submit a dispute to any Program notice (e.g., quality of cards returned, missing cards, entire Loaner Set not received) in writing within five business days of notice receipt.

Upon receipt of a completed request form, the Program uses a criteria (including but not limited to Loaner Set availability, prioritization of requests, value to the Program, and export control regulations) to determine whether and when to send the Vendor a Loaner Set. The Program may place the Vendor on a Reservation List for various reasons (e.g., no Loaner Set available, prioritization of requests). The Program will always try to make a Loaner Set available as soon as possible, which requires enforcing the 30-day loan limit and appropriately managing extension requests. The Program does not guarantee that a Vendor will receive a Loaner Set. All decisions are subject to export control regulations and other application laws and regulations. All final decisions are at the sole discretion of the Program Manager.

2.2.Step #2: Vendor Receives Loaner Set of Test Cards

The Vendor uses the Loaner Set to test its PACS product against the Program's *PACS Functional Requirements and Test Cases*. A Test Cards Manual is provided by the Program to assist the Vendor. If the Vendor needs the Loaner Set beyond the initial 30-day loan period, the Vendor may submit a request for a 30-day extension by emailing the Program. Vendors are limited to two extensions, and the Program does not guarantee approval of any extension request. However, the Program will make a best effort to accommodate all extension requests.

2.3.Step #3: Vendor Returns the Loaner Set of Test Cards

The Vendor returns the Loaner Set in a manner that ensures the Program receives it by no later than the first business day after the 30-day loan period ends. The Vendor can use any method (e.g., US Postal Service, FedEx, hand delivered) to return the Loaner Set to the Program, but the Loaner Set must be received by the deadline. The Program expects the returned Loaner Set to be in the same condition as when sent to the Vendor. If a Loaner Set is not returned on time, the Program immediately contacts the Vendor in writing.

2.4.Step #4: Program Performs QA on the Returned Loaner Set of Test Cards

Within one week of receipt of the Loner Set, the Program performs a Quality Assurance (QA) review to verify that all the cards in the Loaner Set are still in functional/usable condition. Upon determining a problem, the Program immediately contacts the Vendor in writing. The Vendor is responsible for replacing all cards that are returned unusable or not received by the Program. If no problems are detected, the Program determines the next Vendor to receive a Loaner Set. The Program maintains a log to track all QA tasks, results, and follow-up activities.

3. Disputes

A Vendor who disputes a Program notice about issues with the Loaner Set (e.g., quality of the cards returned, missing cards, entire Loaner Set not received), must do so in writing within five business days of notice receipt. In all cases, the Program will make a good faith effort to work with the Vendor to resolve the dispute, but the Vendor is bound by the terms and conditions in the Loaner Set Request Form it signed. Accordingly, the Program expects that each Vendor takes appropriate care of the Loaner Set throughout the period it has and uses it.

4. Test Card Loaner Process Maintenance

The FICAM Testing Program will evolve over time. As the needs of the Program change or become clearer, it is possible that this process document will need to evolve. The Program is responsible for maintaining this Test Card Loaner Process document.